

Have you received something you want to return or exchange? No worries!

Please Note SALE garments cannot be REFUNDED or exchanged.

You can return with a full refund or exchange your garment for a different size of the same garment (if it is available) or another garment within 2 working days of receipt of the original order (3 business days for international orders). We refer to the date of the official seal of shipment from the transport company we work with.

The garments have to be received by us within 7 days (14 days for international orders) from the date the garments were delivered to you.

Please Note SALE garments cannot be REFUNDED or exchanged.

You can make only one change to each garment.

Your garment/s must meet the below requirements to be returned or exchanged:

- Contact has been made within 24 Hours of receiving your order.
- The garments are received by us within 7 days (14 days for international orders) from the date the garments were delivered to you.
- Accompanied by a valid proof of purchase (document, retail receipt or invoice).
- The original tags have not been removed and the garments are in their original package.
- The garments are in excellent condition as received.
- The garments have not been worn, used, washed, ironed, soiled or damaged.
- In the case of faulty garments, no attempt has been made to repair them.
- Please try the clothes carefully because they are handmade and like all handmade they are more sensitive, so we are not responsible if they are damaged by you. All the clothes have been checked by us before we send them to you.

REFUND

Refunds will be processed as soon as returned items have been checked and accepted and will be completed approximately within 7-9 business days. Refunds will be remitted to the bank account prescribed by the customer.

RETURN FEES

In case you choose to return your order, you will be burdened with the shipping cost. In case your order is returning from outside the EU, you will be additionally burdened with any other fees, duties and taxes imposed by customs authorities.

Katerine Velissaratou Limited Collections reserves the right to refuse returns that are unauthorized and/or not sent in accordance with the return policy detailed online. In the case of unauthorized or non-standard returns, the merchandise will be returned to the shipping address specified in the original order.